



NEWSLETTER AUGUST & SEPTEMBER 2018



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

Nacogdoches, Texas -September 21, 2018 - Etech Global Services is delighted to announce that **Etech's President and CEO Matt Rocco, has received Silver Stevie Award** in the third annual Stevie® Awards for Great Employers category.

The Stevie Awards for Great Employers recognizes the world's best employers and the human resources professionals, teams, achievements, and HR-related products and suppliers who help to create and drive great places to work.

The Gold, Silver and Bronze finalists were recognized and awarded at a gala ceremony at the Marriott Marquis Hotel in New York City on Friday, September 21st.

More than **550 nominations from organizations in 21 nations** were submitted this year for consideration in a wide range of HR-related categories, including Silver Stevie Award for Great Employer, Achievement in Workplace Safety & Compliance, Employer of the Year, Chief Human Resources Officer of the Year, Human Resources Team of the Year, and Employee Relations Solution Provider of the Year, among others.

"I feel blessed to have a great team serving our customers. We are honored to have been recognized by the highly esteemed global panel of judges. This recognition is a testament to our commitment that has made Etech a remarkable place to work, due in large part to our culture, that we have incorporated since our inception. Our customers are the reason we strive to innovate and take our talents to the next level," said Etech's Matt Rocco. Additionally, "I am humbled to receive this recognition alongside such great leaders. To me, Etech is not just a company ... it is a family, a team of trusted advisers and a group of people committed to the communities where they live and work. I am honored to be able to lead such a remarkable team."

More than 60 professionals worldwide participated in the judging process to select this year's Stevie Award winners.

"The judges are extremely impressed with the quality of entries we received in the third annual Stevie Award for Great Employers. The dedication the Stevie Award finalists have for making workplaces great for employees is evident in every nomination," said Michael Gallagher, President and Founder of The Stevie Awards.

Details about the Stevie Awards for Great Employers and the list of 2018 Stevie winners are available at www.StevieAwards.com/2018-stevie-winners

About the Stevie Awards

The Stevie Awards are conferred in seven programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Women in Business, the Stevie Awards for Great Employers and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 10,000 entries each year from organizations in more than 70 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at www.StevieAwards.com



9/11 Prayer Ceremony

On September 11th, the Nacogdoches Center held a small ceremony in remembrance of the lives taken during the attacks that occurred on September 11, 2001.



Etech Give Back Program - Back To School School Supply Drive

For the weeks of 8/6-8/17, Etech hosted the school supply drive. This drive helped served the less fortunate kids in the Nacogdoches community by giving them the same opportunities that other children have to better their education. All of the proceeds went to the Nacogdoches Boys and Girls Club; this company helped us to distribute all of the donations into the hands of those who need it the most. Etech's donations totaled over 400 items to the club! The Boys and Girls Club of Nacogdoches serves its community by offering sport camps to kids in order to improve their leadership and team-working abilities. They also offer a great tutoring program year-round in case any kids that are struggling get an extra hand. Overall Etech was extremely excited donate to such a reputable organization in order to get supplies in the hands of those who truly need them. Etech as a whole looks forward to any future partnerships with the Boys and Girls Club of Nacogdoches.



Etech Employee Appreciation Program - Tuition Reimbursement

The Nacogdoches center held their Summer Tuition Reimbursement ceremony on September 18th. Congratulations to the employees who were able to juggle school and work with great grades! If you are in school or looking to go back be sure to review the full tuition reimbursement policy in the handbook to take advantage of this awesome opportunity.



New Leaders Assimilation Graduation Ceremony

Congrats to the leaders that completed this session of NLA! Pictured are Randall Upshaw (Corporate Trainer), Jacob Goode, Sarah Gobert, Quiana Lynch, and Amber Perry.



Rewards and Recognition & Tuition Reimbursement at Houston

On September 5th, the Houston location celebrated R&R and Tuition Reimbursement. Congrats to all employees for their dedication to the company, and getting good grades at the same time!



Etech Give Back Program - United Way Kickoff Meeting

Etech Nacogdoches hosted a United Way Kickoff meeting on September 10th. Special guest Gary Lee Ashcraft of United Way spoke with the leadership team about United Way and the great things the nonprofit organization does for our community such as improving health, education, financial stability and crisis management. Etech's vision to encourage all of us to make a remarkable difference within our communities, the United Way campaign is the perfect opportunity to do just that.



Benefit Corner

WHAT YOU CAN GET FROM BLUE365

DISCOUNTS ON FITBIT DEVICES

BLUE365 has a range of new health and wellness products & services to complement your covered benefits.

Discounts on dental, vision and hearing products & services, gym memberships, fitness gear, family activities, healthy eating options & much more.

DISCOUNTS ON EYE EXAMS, FRAMES & LASIK

BLUE365 DISCOUNTS
THRU BLUE CROSS BLUE SHIELD OF TEXAS

Register At
<https://www.blue365deals.com/user/register>
to find the best offers for our lifestyle.

Etech Employee Arenization Program - Breakfast in the Break Room!

On Friday, August the 17th, Etech Lufkin served breakfast in the break room. There were pancakes or waffles, with bacon and eggs to choose from. The plates were \$5, and you could choose coffee or orange juice for just \$1 more. Hot food always goes fast, and this time was no exception with breakfast wrapping up at around 10:30 am.



Client Visit



Security Appreciation week at Rusk



Biggest Losers Winners - Rusk



Grilling for Labor day at Rusk



Theme Week at Lufkin!

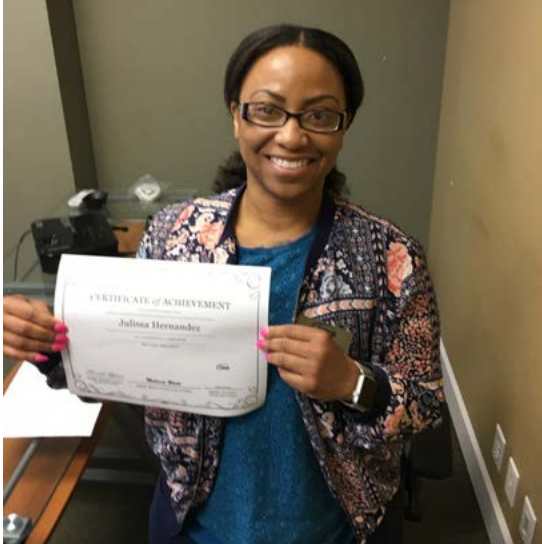
On August the 20th - 24th Etech Lufkin had a Theme week! Everyone had the opportunity to dress up with different themes each day. We started off with mix-matched Monday, then we had Time Travel Tuesday, Wacky hair Wednesday, Throw back Thursday, and we kicked off the week with Farm Friday. It was a fun filled week. Etech thanks everyone who dressed up.



10th Anniversary Celebration at Rusk!



New Leaders Assimilation Graduation at Palm Beach



Etech Give Back Program - Delivering School Supplies



Etech Employee Awareness Program - Financial Wellness Class



Richard Kidder - Sales Coach Top Performer



Robert Orr - Sales Coach



Etech Dallas - 9/11 Remembrance



Etech Dallas Employees - Special Thanks for the Support Team



Employee Appreciation Day at Dallas

New Receptionist Ashayla Wilbon - Thanks for being Great!



Kenneth Anderson - Thanks for set it up!



Food Truck Ready to Serve our Employees



Employee Appreciation Day at Dallas

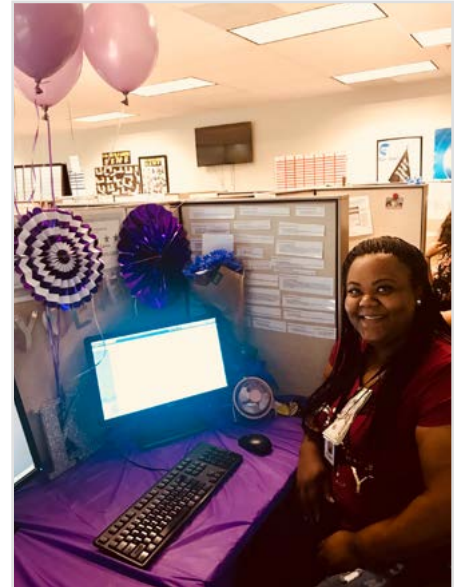
Charles Atkinson Enjoying the Meal
- Dallas Sales Coach



Dallas Account Leaders and Channel Manager



Happy Birthday - Kimberly Lewis - Dallas Team



Etech Give Back Program - Serving Breakfast at the Homeless Shelter



Etech Give Back Program - School Supply Drive



Aspiring Leaders Graduation Ceremony at Rusk

The Rusk Center is proud to announce that Crystal Porter successfully completed the Aspiring Leader Program for Q3 2018. Ben Johnson, David Carrizales and Shelby Howell were attended the graduation and presented Crystal with her Certificate.



Aspiring Leaders Graduation at Nacogdoches

Etech Nacogdoches would like to send a big congratulation to everyone that participated in the 3rd quarter Aspiring Leaders program. Pictured are the graduates from the Nac center; Miata Hawkins, Toni Wager, Sarah Gobert, Patricia Roof, Kristopher Guadarrama, Jerale Roberts, and Marcella Cook. Aspiring Leaders is a 5 week course that provides individuals with an understanding of leadership skills that are essential for individual and organizational success. We are excited to see these individuals use their skills to make a difference within the company!



Biggest Loser Winner - Nacogdoches!

The Nacogdoches center held a biggest loser contest from May 14th - July 12th. The contestants had a chance to win over \$100 and 500 Unique Boutique Bucks! The winner was determined by the person who lost the greatest percentage of weight. We would like to congratulate Sophie Salazar on all the hard work she put in and losing the greatest amount!



Etech Give Back Program - 97th Chamber Annual Meeting and Membership Banquet!

Nacogdoches Chamber of Commerce hosted their 97th Annual Meeting and Membership Banquet last night at Fredonia Hotel Convention Center. Several members of the Etech leadership team joined the celebration to recognize honorees of the 2018 Citizen of the Year, the Non-Profit of the Year, and the Gary Justice Business Excellence Awards.



- Nacogdoches Operations Director, **Jon Johnson**, stated, *"It is always nice for various Etech departments, leaders, and directors to come together and support our Nacogdoches community as one."*
- "Many people may view Giving Back differently, but the moment you begin lending your time to partner with other members of our community, not only will you learn something new, but you begin feeling like a true contributor to the community. That is Etech. We had a great time last night"* said **Matt Cole**, Director of Global Training.
- "We enjoy this. It is who we are and it is the culture as an organization we are building together. Our Give Back Program gives each of us a sense of pride and corporate identity and for that I am thankful"* stated **Ben Johnson**, Director of Operations.
- Founding Etech member, **Marty Harper**, said, *"I've been here since the early beginnings, and each year we continue to get better and better. We thank **Matt Rocco** for planting the vision for the company and now look at what we are doing in each of communities globally. It can get a little overwhelming when you sit back and think about it and I am proud Veronica, I am so so so very proud. I am so proud to be a part of this organization and it brings tears to my eyes. I truly enjoyed the fellowship last night. It was just a good time."*

We appreciate all attendees for lending your time in **GIVING BACK** by celebrating with the community and **Making a Remarkable Difference!**

Jessica Richardson, Jon Johnson, Matthew Cole, Marisa Wood, Marty Harper, Trish Holt, Ben Johnson, and Kristen Borders.



Food Truck Friday at Nacogdoches



Nacogdoches employees were able to enjoy some delicious BBQ from Chambers BBQ on July 27. The Winning Culture Survey Committee came together to set up this event! They have also reached out to a few more food trucks to come visit within the next month. Be on the lookout for flyers & menus!



Unique Boutique Shopping Day at Nacogdoches

The Unique Boutique held their monthly shopping day at the Nacogdoches center on July 27th. Employees had a chance to spend their well earned UBBs to purchase a variety of items. The next shopping day for the Nacogdoches Center will be August 31!



Rewards and Recognition Ceremony at Nacogdoches

Etech Nacogdoches employees enjoyed a casino themed Rewards & Recognition event on August 2nd. Employees had a chance to relax while enjoying some tasty food! They also played games for a chance to win an array of prizes including TVs, Laptops, and kitchen appliances. Congrats to everyone who was able to be a part of this amazing event.



Baked Potato Meal at Rusk

On July 26, the Rusk Center had a Baked Potato Meal for its August Work-Life Balance event. Thank you to Charlotte Rasmussen for organizing and overseeing this event. The potatoes were delicious!



Rewards and Recognition Ceremony at Rusk

Rusk recognized several employees at its Q2 Rewards and Recognition celebration. UB team did a fabulous job putting on this special event. We look forward to the upcoming QTR!



Unique Boutique Shopping Day at Rusk

UB's Shopping Day in Rusk this month was all about Electronics! Many employees took the opportunity to spend their hard earned UBs on electronic related items. Great job as always UB!



Etech Employee Appreciation Program - Breakfast in the Break Room!

On Thursday the 9th Etech Lufkin made breakfast Tacos and sold them in the break room. Everyone was invited to partake, and they sold out by



Etech Give Back Program - Community Yard sale

On Saturday the 4th, Etech Lufkin had a community yard sale. Agents and leaders had the opportunity to sell their items for profit. Participants were up here bright and early to set up. The items that did not sell were donated. It was organized by community action.



Business after 5!

On Thursday, August the 9th, Etech Lufkin hosted Business after 5. This was an event put on by the Chamber of Commerce. Representatives from businesses in our community came together to enjoy networking in an informal atmosphere. There was also food, drinks, and an opportunity to win door prizes offered to our attendees.



Etech Give Back Program - School Supplies Give Away

On Friday the 10th of August, Etech Lufkin had a school supplies give away. The school supplies were given away to agents to show our appreciation of all their hard work. All agents with children in grades pre- k through 5th grade were eligible. Over 20 school supply bundles were given away, and the winner of the big basket was Yaya Zamarripa.



Happenings at Palm Beach!

Darien, we are sorry to see you go, we wish you all the best in your future endeavors!

On a happier note,

Etech Palm Beach Center, congratulations are in order!

Congratulations to Keith Jones and Chris Beebe for completing the Aspiring Leader Program. Keith Jones also completed the coaching tactics. Lakeisha Goolsby was promoted to Assistant Sales Coach, congratulations for completing the Intern to Assistant Sales Coach checklist roadmap, you are on your way!

Palm Beach Center Agents surpassed the production goal for August!! Whoohoo!

Shout out to Matt Rocco for providing the Center with much needed new chairs. Two quick snaps and push of a button and BAM, we are sitting pretty!



Aspiring Leadership Graduation at Gandhinagar



Etech Give Back Program - Street Smart

We, the Community Action Team, organized the Mega Event - Street Smart ! Our mission to make the streets children friendly witnessed a footfall of over 4000+ adults and children. This year we had 28 activities and games, 150 minutes of on stage performances by various NGOs, known singers, dancers, and our very own Happy Feets & MusiEtech - The Jammers from Etech. When Etech was appreciated for organizing this event by the parents of children who participated, we all deep down our heart, felt the pride of living Etech's vision - to make a remarkable difference. We witnessed so many adults, specially parents of the children who were invited for this event, play games and relive their childhood. A lot of participants asked us about what Etech does and what is the line of business we cater to. This was not just to understand our business, but to know more about an organization that truly believes in making a remarkable difference.

The Community Action Team would like to thank over 70 volunteers who made this happen. Organizing an event of this stature in any way wasn't an easy job; there were so many leaders from the center who made it possible.

Street Smart is a brand today and people wait for it each year. Here are some moments captured by team:



Announcement

Dagan Gose Project Manager - Amrit

We are blessed with the opportunity to make a remarkable difference for our people, our customers and our communities. I am honored to be part of an organization that focuses on identifying and developing talent and truly exemplifies Etech's character commitment of "valuing people".



With this in mind, I am excited to announce the promotion of Dagan Gose to Project Manager - Amrit. Dagan will be relocating to the West Palm Beach area to join the Amrit team. We are happy about this opportunity for Dagan to become involved in this exciting project and to use his results-oriented servant leadership and creativity skills to develop the Amrit brand!

Dagan joined Etech in October 2015 in the Incentives Department. He immediately established himself as a hardworking and creative individual and was soon promoted to manage the Incentives Department. In 2017, Dagan's role was expanded to include management of Etech's Facilities Departments in all US centers.

In his spare time he enjoys Crossfit training, cooking, time out with friends, and spending time with his family, including his puppy!



Emily Shaw - Sr. Mgr- Corporate Branding and Facilities

We are blessed with the opportunity to make a remarkable difference for our people, our customers and our communities. I am honored to be part of an organization that focuses on identifying and developing talent and truly exemplifies Etech's character commitment of "valuing people".

With this in mind, I am excited to announce the promotion of Emily Shaw to Sr. Mgr- Corporate Branding and Facilities.

In this role, Emily will have overall responsibility for Etech's Social Media Channels, Team Member Incentive Programs in the US and Jamaica and the Facilities Departments in all US Centers. We are excited about the opportunity to enhance the Etech brand by combining these departments under Emily's leadership.

Emily has been part of the Etech family since 2010. Her career began as a chat agent and she soon joined the Incentives Department. In a short time, Emily became the leader of the Incentives Department where she established herself as an energetic leader with great creative talent. In 2016, Emily became the manager of Etech's Marketing and Social Media department where she has been instrumental in growing Etech's social channels, communicating Etech's brand, and developing marketing strategies for the past 2 years.

Emily is a 2016 graduate of SFA with a degree in Hospitality. In her spare time, she enjoys exploring Houston, traveling, spending time with friends and family, and loving on her puppy, Django.

Ashayla Wilbon - Front Receptionist

It is with great pleasure to welcome Ashalya Wilbon to the HR team in the role of Front Receptionist. Ashalya is a graduate of Carrington College of Nursing. She is the mother of a beautiful daughter name Kennadi Rose. Ashalya loves to read, travel and go to museums. She plans to continue her education and pursue her masters in nursing. Ashalya is very optimistic and is eager to begin her journey with Etech. Please help me welcome Ashalya to the Etech Dallas family!





Courtney Izard - Manager -Incentives Dept.

We are blessed with the opportunity to make a remarkable difference for our people, our customers and our communities. I am honored to be part of an organization that focuses on identifying and developing talent and truly exemplifies Etech's character commitment of "valuing people".

With this in mind, I am excited to announce the promotion of Courtney Izard to Manager -Incentives Dept. In this role, Courtney will have overall responsibility for Etech's Team Member Incentive Programs in the US and Jamaica centers.

Courtney joined the Etech team in February, 2018 as the Lead UB Assistant and established herself as a driven and motivated leader, quickly becoming an integral member of the Incentives team. We are excited for Courtney to expand her role as a servant leader focused on the betterment of our Incentives department for the Etech

family.

Courtney was born and raised in Nacogdoches, TX. She graduated from Stephen F. Austin State University in December 2013 with a bachelor's degree in Marketing and a minor in Fashion Merchandising. In her spare time Courtney enjoys shopping, spending time on the lake, and running her online clothing boutique, Emerald Pine. She also loves the company of her two cats, Chloe and Lucy. Courtney is excited to take on this new role and looks forward to her future with Etech!

Michael Smith - Compliance Manager

Etech would like to congratulate Michael Smith as the new Compliance Manager for Etech Global Services. Mike's role will have overall responsibility for Etech's program compliance with Do-Not-call legislation and TCPA. Mike will also be overseeing Etech's program compliance to the Health Insurance Portability and Accountability Act, General Data Protection Regulation, as well as National and State Privacy Laws. He has lived in Angelina County for 36 years and graduated Stephen F. Austin in May of 1996 with a bachelor's Degree in Criminal Justice and a minor in Psychology. Michael has been married to his wife Priscilla for 17 years and has a 16 year old son. He enjoys spending time with his family and sports. We are excited to welcome Mike Smith to the Etech family!



Harry Taylor - Operations Leader

Harry started out as an agent and has worked in recruiting, training, and IT. He even had the opportunity to work in our center in Gandhinagar. As the Operations Leader, Harry will work closely with his clients to ensure we maintain our excellent performance. We are excited to bring someone with such passion and humility to the team and look forward to his future success.



Our Centers

Nacogdoches, Texas

1903 Berry Drive, Nacogdoches, TX 75964
Tel: 936-559-2200, Fax: 936-559-2225

Lufkin, Texas

106 N. John Redditt Drive, Lufkin, TX 75904
Tel: 936-633-9200

Rusk, Texas

146 E 5th St, Rusk, TX 75247
Tel: 903-683-9791

Dallas, Texas

8700 N Stemmons Freeway, Dallas, TX 75235
Tel: 214-366-0229

Palm Beach, Florida

155 East Blue Heron Blvd.
Riviera, Florida 33404
Tel: 561-841-0040

Gandhinagar, Gujarat

1st Floor, IT Tower 4, Infocity, Nr. Indroda Circle,
Gandhinagar-382009, Gujarat
Tel: 91-79-23213089, 91-79-23213240

Montego Bay, Jamaica

Building 1, Montego Bay Freezone, 1 Mangrove Way,
Montego Bay, Jamaica.
Tel: 876-952-9197

Vadodara, Gujarat

Keval Corporate Park, Building Block 3,
Opp - GEB office, Chhani Road, Beside Prakruti Resort,
Vadodara - 391740, Gujarat
Tel: 91-265-2771942, 91-265-2771943.



#CustomerServiceWeek



“ At Etech, we believe a servant leader leads by example and can play a significant role in developing a highly customer-centric workforce. ”

Matt Rocco, President/ CEO